

This document has been redacted to remove any commercially sensitive information and is now classified as DCC Public.

Should you have any queries, please contact
SmartDCCCommercial@SmartDCC.co.uk

DCC Framework Call-Off Contract

Additional Applications Packaging

Call-Off Contract Ref: DCC0011.1

[Bidder Note: DCC may refine this template further during the procurement process]

This Call-Off Contract is entered into between the following parties, pursuant to the MSA entered into between them upon 1st April 2020: -

- (1) **SMART DCC LIMITED** a company registered in England and Wales under company number 8641769 whose registered office is at 30 Berners Street, London, England, W1T 3LR ("DCC").
- (2) **CAPITA IT SERVICES LIMITED** a company registered in Scotland under company number SC045439, whose registered office is Pavilion Building Ellismuir Way, Tannochside Park, Uddingston, Glasgow, G71 5PW, ("Contractor").

Capitalised terms mean the same as set out in the MSA or this Call-Off Contract.

1. Call-off Contract Terms and Conditions

The terms of the Call-Off Contract shall be as set out in the table below.

Category	Agreed Term
Start Date	29/06/2020
End Date	17/07/2020
Total Duration	3 Weeks
Extension	There are no extension options for this Call-Off agreement
Services	The Contractor shall provide the Services specified in Section 2 of this Call-Off Contract
Charges	The Charges for the Services set out in this Call-Off Agreement shall be as set out in Section 3 of this Call-Off Contract
Will the Services be tested in accordance with Clause 8 of the MSA?	No
Will Service Levels and/or Service Credits apply to the Services?	No

Is a Security Management Plan required pursuant to Schedule 2.5 of the MSA?	No
List out the categories of Data which either party may receive from the other.	Business Contact Data
Contractor to specify the geographical locations where the Contractor will host Data pursuant to this Call-Off Contract.	Data to be stored on the Microsoft smartdcc.onmicrosoft.com tenant/ Azure UK South region
List Contractor Background IPR to be used as part of the Services and the party so using.	N/A
List Bespoke IPR to be developed as part of the Services.	N/A
List any DCC Background IPR to be used as part of the Services.	N/A
List of any third parties who may be entitled under the Contracts (Rights of Third Parties) Act 1999	None
Processing of Personal Data	
Nature and purpose of Processing.	Business Contact Data
List out the categories of Personal Data which	Emails and other general contact information

are to be Processed by the Contractor on behalf of the DCC.	
Categories of Data Subjects.	General DCC Staff
Duration of Personal Data Processing	Duration of Call-Off

2. Description of Services

2.1 Background

2.1.1. This call-off has been written in response to a DCC request for additional application packaging

2.1.2. DCC would like Capita to impact assess the following applications for potential discovery, packaging, and deployment to the EIT programme:

CMS Supervisor R19 / Avaya CMS
 Impact 360 Playback
 SharePoint Online Management Shell
 Avaya 1XC
 Avaya Client Applications Collaboration Services
 Avaya Client Applications Collaboration Services x64
 Avaya Collaboration Services
 Avaya UCA Type Library
 Duo (Developer: Elster)
 Smart Set Software (Developer: Honeywell/ Elster)
 Citrix 4.12 (Developer: Citrix)
 Amazon Workspaces
 Carbon Black* (Out of scope)
 Notepad++

In addition to this list DCC request that scope and price cover an additional 1 application should any additions be found during the remainder of UAT. Bringing the total to 15 applications.

2.2 Deliverables

2.2.1. The following deliverables will be provided in this Call-off:

- (a) Application discovery (where necessary)
- (b) Application Packaging (where necessary)
- (c) Application deployment (where necessary)

2.2.2. Please note that each application is subject to discovery and validation to determine the final possibilities and constraints for packaging and deployment.

2.3 In Scope

2.3.1. Under the terms of this call off Capita will carry out assessment of the 13 listed applications (2.3.3).

2.3.2. Listed applications;

- CMS Supervisor R19 / Avaya CMS
- Impact 360 Playback
- SharePoint Online Management Shell
- Avaya 1XC
- Avaya Client Applications Collaboration Services
- Avaya Client Applications Collaboration Services x64
- Avaya Collaboration Services
- Avaya UCA Type Library
- Duo (Developer: Elster)
- Smart Set Software (Developer: Honeywell/ Elster)
- Citrix 4.12 (Developer: Citrix)
- Amazon Workspaces
- Notepad++

2.3.3. Each application will be assessed for complexity and deployment options, where necessary discovered and packaged.

2.3.4. Initial testing to ensure that application successfully launches in the manner agreed in 2.3.3.

2.3.5. Support DCC UAT activity for a total period of 5 working days following deployment (For the avoidance of doubt this is 5 continuous days effort, not 5 days per application)

2.4 **Out of Scope**

2.4.1. The following items are explicitly out-of-scope for this Call-Off Contract:

- (a) Any application patching or upgrades
- (b) Any functionality or configuration within an application
- (c) UAT of applications

2.4.2. *Early discovery has identified that the application suite 'Carbon Black' may have conflicting functionality with Workspace Agility, therefore out of scope as an application discovery and packaging activity. Capita understands that the DCC Project deploying this application suite is performing an Impact Assessment and has therefore been excluded. If required a separate agreement will need to be sought to impact assess this application.

2.5 **Dependencies**

2.5.1. The following high-level dependencies have been outlined:

- (a) Where required DCC to provide all necessary application information (where the application is not expressly owned by Technology Solutions)
- (b) DCC required to provide all artefacts required during discovery and required for packaging such as licenses, software, plug-ins, etc

2.6 **Assumptions**

2.6.1. DCC will manage and complete UAT

2.6.2. A period of 5 working days has been assumed for the completion of DCC UAT

2.7 **Timeline**

- 2.7.1. In order to not impact the critical path of the EIT programme this Call Off must be agreed before 29/06/2020 so that the impact assessment can start on 29/06/2020
- 2.7.2. Applications to be deployed ready for DCC UAT period between 13/07/2020 – 17/07/2020
- 2.7.3. Any defects must be identified and remediated within this UAT period to avoid impact to the wider EIT programme

2.8 **Risks**

- 2.8.1. Potential risk that required application media and configuration is not available or possible. hence requirement for discovery beforehand to identify possible issues.
- 2.8.2. Potential risk that for legacy apps it may not be possible to package them for a modern workplace environment. In such an event, the application may need to be installed manually or an alternative application is considered due to the overheads involved in maintaining a manually installed Applications e.g. updates, patches, etc...
- 2.8.3. A UAT period of 5 days has been assumed potential risk of this over running should resources, devices or users are not available to complete UAT.
- 2.8.4. No extension available to this timeframe indicated, should there be requests for additional applications or extension of UAT this will need to be impact assessed against the overall programme plan and critical path
- 2.8.5. Any delays to the timeline indicated in this call off will impact critical path and user migration. Should this occur additional commercial coverage would be required to cover the extended timeline or delay in user migration start.

4. Details of Charges

4.1 All pricing is quoted on a fixed price basis, with all works carried out within normal Monday to Friday daytime working hours with the exception tasks delivered under Change Control, which will be provided out-of-hours.

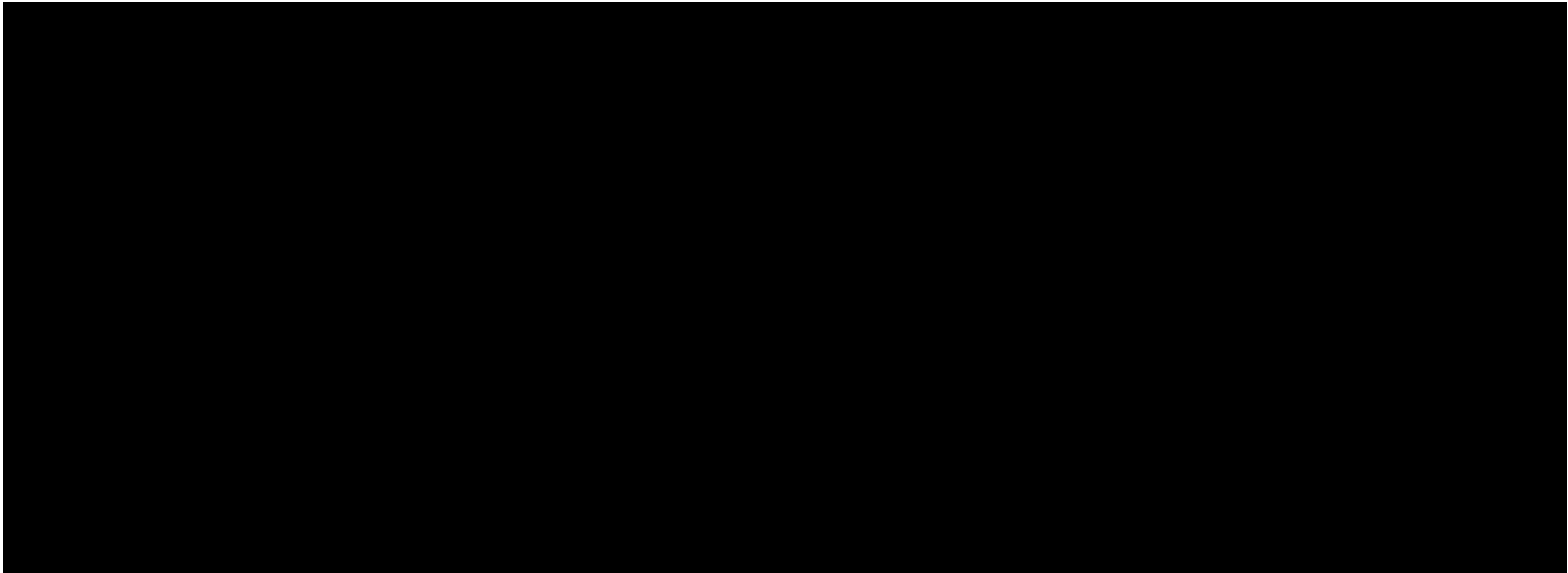
4.2 Pricing is based on the Capita contractual day rates, all pricing will be subject to indexation (RPI)

4.3 If for any reason DCC should alter the scope of the deliverables after Technology Solutions has provided costs, Technology Solutions reserves the right to amend the costs provided to account for any such changes.

4.4 Setup - One off Charges

4.4.1. [REDACTED]

[REDACTED]





5. Service Levels, KPIs and Service Credits

5.1 Not Used

6. Governance

6.1 Service Levels are only applicable during the operative hours of the service desk stated in this Schedule. Any Support Requests that arrive outside of these times will be carried forward to the next working day.

6.2 If the Contractor misses Service Level for Incidents as per the non-conformance limits defined above, then the Contractor Solution would be deemed to be in non-conformance and will be dealt with in accordance with the Agreement.

6.3 The adherence to Service Levels by the Contractor in connection with the Support Service may depend upon on DCC’s compliance with relevant obligations in this Agreement. Where that is the case and DCC fails to perform its obligations and/or fails to cooperate in a prompt manner to resolve any issues impacting performance (“DCC Failure”), and providing there is no overriding Contractor fault, the Contractor shall be entitled to proportionate relief from Service Credits in relation to the DCC Failure.

7. Reports and Documents

7.1 Not Used

8. Special Terms

8.1 Not Used

9. Approvals

Approval to Engage	
In signing the below DCC agree to the engagement of the work items listed above under the terms of the Master Services Agreement	
For and on behalf of CAPITA IT Services Limited:	
For and on behalf of Smart DCC Limited:	

